

ESTTA Tracking number: **ESTTA746699**

Filing date: **05/16/2016**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Application Serial No.	86523423
Applicant	24/7 Customer, Inc.

Notice of Appeal

Notice is hereby given that 24/7 Customer, Inc. appeals to the Trademark Trial and Appeal Board the refusal to register the mark depicted in Application Serial No. 86523423.

Applicant has filed a request for reconsideration of the refusal to register, and requests suspension of the appeal pending consideration of the request by the Examining Attorney.

The refusal to register has been appealed as to the following classes of goods/services:

- Class 035. First Use: 2016/05/09 First Use In Commerce: 2016/05/09
All goods and services in the class are appealed, namely: Outsourcing services in the field of customer support and analysis in the nature of customer services, telemarketing and computer technical support; back office services, namely, administrative accounting services, documentation reproduction, documentation copying tasks, business records management, documentation indexing for others, accounting, and customer analytics, namely, market analysis, process analytics in the nature of the development and the implementation of strategy plans and management projects; operation of offshore businesses for others for the technology, telecommunications, financial services, hospitality, logistics, insurance and retail industries; predictive customer experience services, namely, managing customer sales and service experiences, and measuring, analyzing, and predicting customer satisfaction; contact center services for managing end customer interactions across channels spanning the entire customer lifecycle; customer contact services, namely, services for developing, managing, and maintaining enterprise-grade, integrated speech customer contact applications delivered as a universal managed service
- Class 038. First Use: 2016/05/09 First Use In Commerce: 2016/05/09
All goods and services in the class are appealed, namely: Telecommunications services, namely, voice and speech activated operation by others of a computer through means of voice commands

Respectfully submitted,
/Michael A. Glenn/
05/16/2016

MICHAEL A. GLENN

Perkins Coie LLP

3150 Porter Drive

Palo Alto, CA 94304-1212

UNITED STATES

mglenn@perkinscoie.com, kthompson@perkinscoie.com, pctrademarks@perkinscoie.com
6508384495